



Step 1

SETTING UP FOR OUR WORK

Before our works start in your street you might see our team working in the surrounding areas.

We will visit all customers on the Priority Services Register (PSR), and endeavour to visit the majority of the houses along the scheme to discuss, in person, any questions you may have about the upcoming works.

We will also deliver and set up any equipment we need for our work.





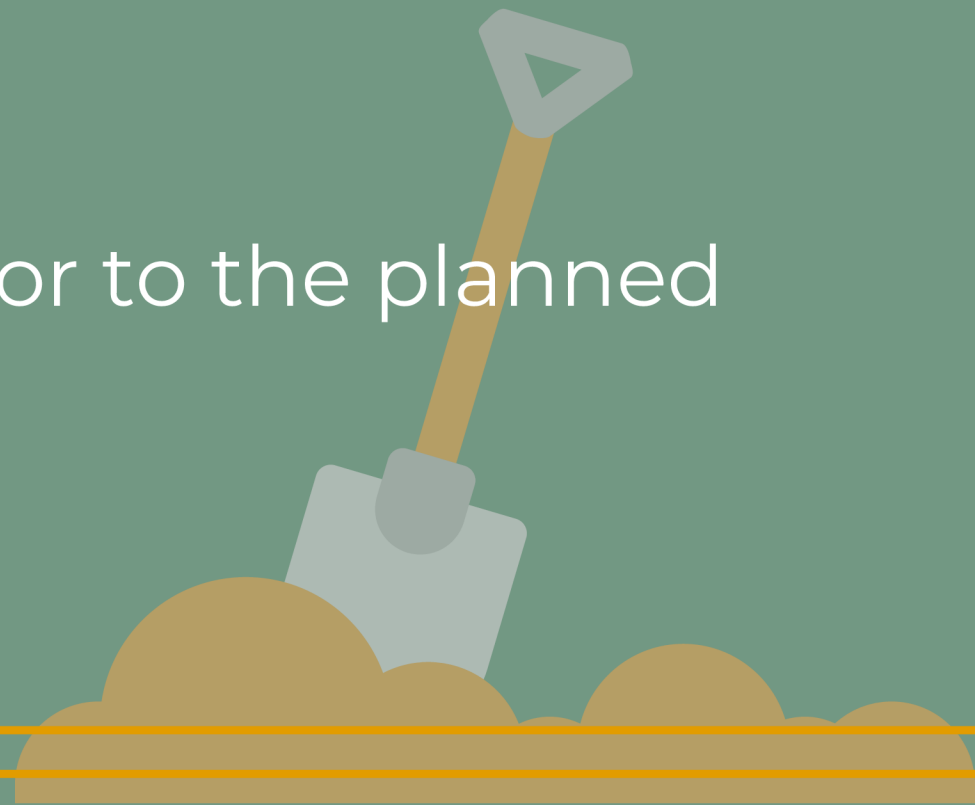
Step 2

EXCAVATING / PREPARING OUR WORK

Before access is required to your property we will need to excavate in the public highway.

We will use barriers and / or walkway boards around any holes we dig to keep everyone safe while we replace the mains and services.

Excavations may be dug days prior to the planned access.





Step 3

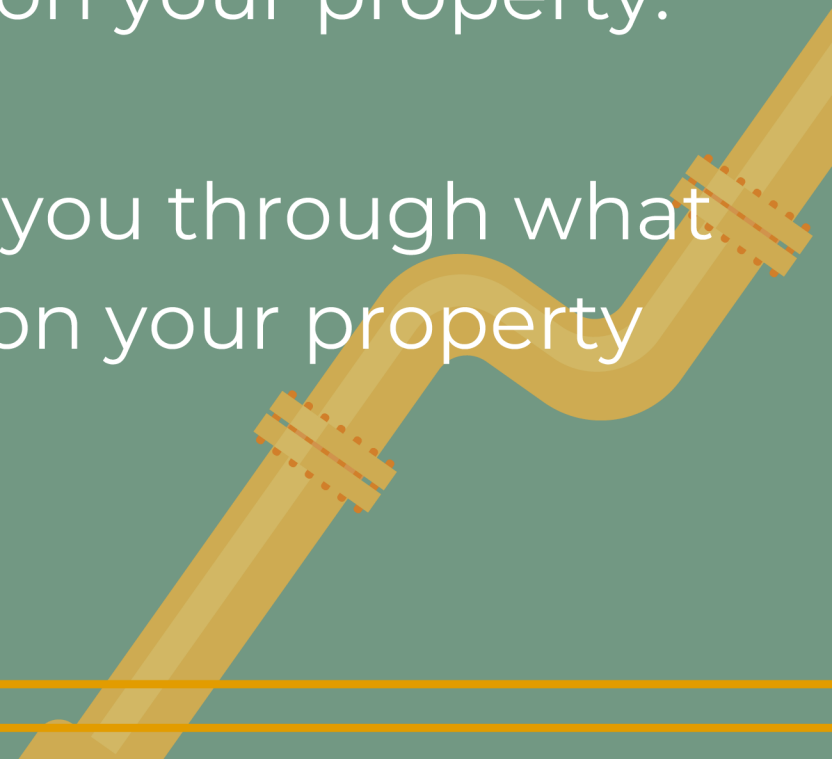
UPGRADING YOUR GAS PIPE

We will give you seven working days notice prior to disconnecting the gas supply to your property

We might also have to upgrade the service pipe to your property, in this scenario we will discuss prior and plan these works with you.

Depending on your meter position, or the complexity of the service, this might involve digging on your property.

We'll let you know in advance and talk you through what will happen. No excavations will occur on your property without a discussion taking place.



GAS UPGRADE 037



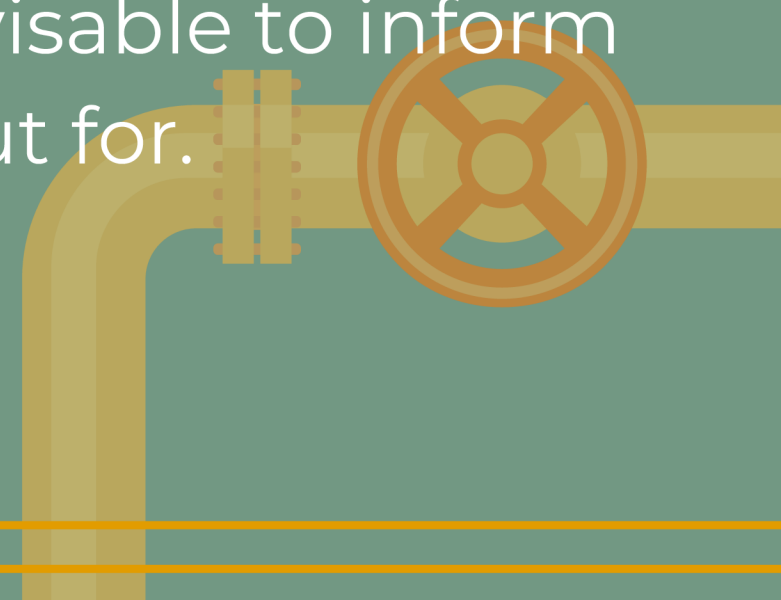
Step 4

TURNING OFF YOUR GAS AND UPGRADING YOUR GAS PIPE

We'll need to enter your property to turn off your gas supply so that we can carry out the work safely. We normally do this first thing in the morning.

We may have to access your property several times on that day to complete the works.

If you have to leave the property it is advisable to inform the team on site how long you will be out for.



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Step 5

TURNING YOUR GAS SUPPLY BACK ON

When your service pipe has been upgraded, a different engineer will visit you to turn your gas back on. Unless specified and advised, this will be the same day.

If you're not in, we'll leave a card with a number for you to call and we'll send an engineer out to visit you as soon as possible.

We may be in a different part of the street, out of sight from your house, but we will be around to re connect your gas supply.



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Step 6

REINSTATATING SURFACES AND TIDYING UP

If we have to dig on your property, our specialist teams aim to reinstate any holes and tidy up within 2 - 5 working days.

Specialist material surfaces such as resin might take longer, and we'll discuss temporary filling options with you.

New surfaces could take longer to blend in with older, more weathered areas.

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BEFORE WE GO

It's likely you will see us moving along the street or across the road as we continue on to the next stage of our works.

Once we are finished we will remove all boards and leave areas neat and tidy. We'll clean up after ourselves as we go and before we leave the street.

This will include brushing, sweeping and if required jet washing to make sure the street is left in a satisfactory state.

If you have any questions or concerns regarding reinstatement (before, during or after) you can contact the JSM Reinstatement Manager directly at delcio.fernandes@jsmgroup.com we hope to have delivered you a 10 out of 10 service.

10 / 10